

NC Medicaid Managed Care County Playbook

Fact Sheet Tailored Plan Choice Period

Tailored Plan Choice Period is July 17 through August 15.

Behavioral Health and Intellectual/Developmental Disabilities (I/DD) Tailored Plans will begin providing health care services to beneficiaries on October 1, 2023.

Beneficiaries who qualify for a Tailored Plan will receive a notice from the NC Medicaid Enrollment Broker about their enrollment, health care options (if applicable) and how to choose a primary care provider (PCP).

This fact sheet provides details on Tailored Plan auto-enrollment and choice period. If beneficiaries have questions, they should contact the NC Medicaid Enrollment Broker:

- Phone: 1-833-870-5500 (TTY: 711 or [RelayNC.com](https://www.relaync.com))
- Online at ncmedicaidplans.gov

TAILORED PLAN AUTO-ENROLLMENT

Once auto-enrollment began, Potential Tailored Plan beneficiaries will receive an Enrollment Packet in the mail from the NC Medicaid Enrollment Broker. The Enrollment Packet will include information about the Tailored Plan and the beneficiary's other health care choices, if applicable.

Beneficiaries who receive Tailored Care Management (TCM) from their LME/MCO will continue to receive TCM when they are enrolled in the Tailored Plan.

For more information about enrollment notices, visit the [County Playbook for Medicaid Managed Care – Beneficiary Notices](#).

TAILORED PLAN CHOICE PERIOD

Beneficiaries who are auto-enrolled in the Tailored Plan or who may choose a Tailored Plan (opt-in) can choose their primary care provider (PCP) July 17 through August 15, 2023.

To choose a PCP, beneficiaries should contact their Tailored Plan by calling the phone number listed in their notice.

Beneficiaries can search and find providers on the [NC Medicaid Enrollment Broker website](#).

Some beneficiaries have other health care options and can choose to enroll in a Standard Plan, the Eastern Band of Cherokee Indians (EBCI) Tribal Option or NC Medicaid Direct.

To choose a different health care option (if applicable), beneficiaries should contact the NC Medicaid Enrollment Broker.

- **Phone:** 1-833-870-5500 (TTY: 711 or [RelayNC.com](https://www.relaync.com))
- **Enrollment Form:** Fill out the form and mail or fax to
 - Mail: P.O. Box 613, Morrisville NC 27560
 - Fax: 1-833-898-9655
- **Website*:** ncmedicaidplans.gov/enroll
- **Mobile App*:** NC Medicaid Managed Care on Google Play (Android) or the App Store (iPhone)

* Tailored Plan beneficiaries may not enroll in a Standard Plan through the website or mobile app.

Certain behavioral health, intellectual/developmental disability (I/DD) or traumatic brain injury (TBI) services are only offered by Tailored Plans. The Enrollment Broker will explain choices and the beneficiary must confirm their decision to choose a Standard Plan before the NC Medicaid Enrollment Broker will move them to a Standard Plan.

For more information about beneficiary's health care options, visit the [County Playbook for Medicaid Managed Care](#) and select For more information on how to find a beneficiary's managed care status in NC FAST, visit the [County Playbook for Medicaid Managed Care](#) and select [Fact Sheet – Managed Care Status and Health Plan Information in NC FAST](#).

WHAT DSS NEEDS TO KNOW

DSS staff should direct potential Tailored Plan beneficiaries to contact their Tailored Plan to choose a PCP during the choice period from July 17 through August 15, 2023. If a Tailored Plan beneficiary does not select a PCP during the choice period, one will be automatically assigned to them.

Tailored Plan beneficiaries will receive a welcome packet in the mail from their Tailored Plan in August 2023. The welcome packet include their Medicaid ID card, Member Handbook(s) and a welcome letter.

Most beneficiaries who qualify for Tailored Plans will remain in NC Medicaid Direct until October 1, 2023, unless they choose a Standard Plan (if applicable).

Standard Plan-Mandatory beneficiaries will continue to go through the auto-enrollment process as they do today. For more information, visit [County Playbook for Medicaid Managed Care](#) and select [Fact Sheet – Standard Plan Auto-Enrollment](#).

